

Energy Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory June 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC204	Clean Power Alliance	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	2
		Clean Power Alliance Total		3
ELC201	East Bay Community Energy	Policy and Practices	Abusive Marketing	1
		East Bay Community Energy Total		1
ELC200	Monterey Bay Community Energy	Billing	Bill Not Received	1
		Monterey Bay Community Energy Total		1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	2
		Billing	Deposits	1
		Billing	Disputed Customer of Record	4
		Billing	Estimated Billing	1
		Billing	High Bill	25
		Billing	Meter Reading Issue	1
		Billing	Other Charges	2
		Billing	Payment Arrangements	6
		Billing	Meter Inaccuracy	2
		Billing	Energy Diversion	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	4
		Policy and Practices	SMART METER	1
		Public Purpose Programs	Net Energy Metering (NEM)	8
		Service	Delayed Orders/Missed Appointments	17
		Service	Outage	11
		Service	Refusal To Serve	5
		Service	Voltage Levels	1
		Service	Disconnected In Error	1
		Pacific Gas & Electric Company Total		94
ELC901	PacifiCorp	Billing	Other Charges	1
		Billing	Payment Arrangements	1
		PacifiCorp Total		2

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Bill Not Received	1
		Billing	Estimated Billing	1
		Billing	High Bill	3
		Billing	Payment Error	1
		Billing	Meter Inaccuracy	3
		Billing	Crossed Meter Billing	2
		Billing	Master/Sub Meters (Mobile Homes)	1
		Policy and Practices	Safety	3
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
		Service	Refusal To Serve	1
		San Diego Gas & Electric Company Total		
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Bill Not Received	21
		Billing	Deposits	9
		Billing	Disputed Customer of Record	12
		Billing	Estimated Billing	1
		Billing	High Bill	14
		Billing	Other Charges	3
		Billing	Late Payment Charge - LPC	1
		Policy and Practices	Abusive Marketing	2
		Public Purpose Programs	CARE Recertification	3
		Public Purpose Programs	Net Energy Metering (NEM)	12
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnection Non Payment	2
		Service	Outage	10
		Service	Refusal To Serve	1
		Service	Voltage Levels	1
Southern California Edison Company Total				96
GAS904	Southern California Gas Company	Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	2
		Billing	Estimated Billing	1
		Billing	High Bill	3
		Billing	Payment Arrangements	2
		Service	Delayed Orders/Missed Appointments	1
Southern California Gas Company Total				11
Total ICs Sent ¹				227

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written